



## **DRA**

*Division of Ratepayer Advocates  
California Public Utilities Commission*

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**Dana S. Appling, Director**

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April 18, 2007

Honorable Lloyd Levine  
State Capitol, Room 5136  
Sacramento, CA 95814

**RE: AB 826 (Levine) Support**

Dear Assemblymember Levine:

The Division of Ratepayer Advocates (DRA) supports your AB 826, which would direct the California Public Utilities Commission to require telephone corporations to (i) provide customers with the ability to select a single product or service from a bundled package and (ii) to notify their customers of this option as well as other important specified options, disclosures and marketing protections.

The "Telecommunications Customer Service Act of 1993", AB 726 (Moore), Chapter 1233 of 1993, codified specific consumer protection policies for telecommunications customers to ensure a minimum level of disclosure and customer service is afforded to them. AB 826 would augment this act by requiring customers be provided with essential information that would empower customers to make well-informed decisions about telecommunications products and services and ensure that the customer's needs were taken care of prior to being subjected to marketing pitches.

DRA's long-standing support for providing consumers with the information they need to choose among service options and service providers, and to not be subjected to inappropriate marketing leads us to support your bill. We look forward to working with you to pass this important pro-consumer legislation.

If you have any questions or would like to discuss this matter further, please call Matthew Marcus our Legislative Director at (916) 327-3455 or me at (415) 703-2544.

Sincerely,

Dana S. Appling, Director  
Division of Ratepayer Advocates